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# *Massachusetts State 911 Department*

## *Newsletter*



**HAPPY NEW YEAR**

**2016**

## Next Generation 9-1-1 News Flash

### **Next Generation 9-1-1 - CAD**

In the December 2015 State 911 Department Newsletter, we provided technical information on CAD in a Next Generation 9-1-1 environment. For your information, the Next Generation 9-1-1 CAD Vendors Interface Connection document is located at <http://www.mass.gov/eopss/agencies/state-911/e911/service-provider-resources.html>. Feel free to share this document with your CAD vendor.

When the Next Generation 9-1-1 project is deployed, there will be a CAD handoff similar to the handoff currently in place whereby caller location information can be displayed on the CAD systems internal to your PSAP. Please be informed that the CAD handoff in the Next Generation 9-1-1 system can include time accuracy down to the second.

If there are any questions, please contact Tricia Pries at [Tricia.Pries@state.ma.us](mailto:Tricia.Pries@state.ma.us) or by phone at 508-821-7206.

### **Next Generation 9-1-1 and Wireless Direct 9-1-1**

In speaking with the PSAPs regarding the Next Generation 9-1-1 project, there is a misconception regarding the cutover to the Next Generation 9-1-1 System and Wireless Direct 9-1-1 calls. The Next Generation 9-1-1 project does not automatically mean that PSAPs will receive wireless 9-1-1 calls directly if they do not take those calls directly today. Wireless Direct 9-1-1 is a separate project and is not a part of the Next Generation 9-1-1 project. So, when a PSAP is cutover to the Next Generation 9-1-1 system, that PSAP will not automatically receive its wireless 9-1-1 calls directly unless they do today.

There are a number of factors that come into play in doing the analysis to determine if a PSAP should take their wireless 9-1-1 calls directly. If you are interested in taking your wireless 9-1-1 calls directly, please submit a letter to Frank Pozniak, Executive Director at the State 911 Department. If you have any questions, please contact Charlie Ashworth at [Charles.Ashworth@state.ma.us](mailto:Charles.Ashworth@state.ma.us) or by phone at 508-821-7301.

### **Next Generation 9-1-1 and Text 9-1-1**

Another misconception is that PSAPs must take text to 9-1-1 calls when they are cutover to the Next Generation 9-1-1 System. Initially, text to 9-1-1 will come into one of two text centers. Those text centers will relay the information by voice to the local PSAPs for text calls requiring service by the local PSAP. At a future time following the Next Generation 9-1-1 deployment, PSAPs may have the ability to either take text to 9-1-1 message transfers from the text control centers (similar to wireless 9-1-1 call transfers today) or take text to 9-1-1 messages from the public directly. If you have any questions, please contact Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us) or by phone at 508-821-7220, or Norm Fournier at [norm.fournier@state.ma.us](mailto:norm.fournier@state.ma.us), or by phone at 508-821-7209.

### **Next Generation 9-1-1 – Secondary PSAP (operated by a Private Safety Department)**

A Secondary PSAP is part of the Next Generation 9-1-1 project if they provide EMD for a PSAP. If a Secondary PSAP operated by a Private Safety Department provides EMD to your PSAP, please reach out to them and have them contact Glenn Roach from GDIT via email at [glenn.roach@gdit.com](mailto:glenn.roach@gdit.com) to start the process for purchasing Next Generation 9-1-1 equipment directly through GDIT. If you have any questions, please contact Tricia Pries at [Tricia.Pries@state.ma.us](mailto:Tricia.Pries@state.ma.us) or by phone at 508-821-7206.

## Updates from our Systems Division

### **Systems Group - Call Volumes**

It's that time of the year where you will be seeing the Systems Analysts from the State 911 Department at your PSAP collecting wireless and wire line 9-1-1 call volumes for 2015. In late Spring 2016 you will be able to find the 2015 call volumes on the State 911 Department's website at <http://www.mass.gov/eopss/agencies/state-911/911-call-volumes.html>.

## Updates from our Fiscal Division



We are **HAPPY** to report that FY 2016 reimbursements are being processed within thirty (30) business days!



The **NEW** FY 2016 reimbursement forms can be found on our website ([www.mass.gov/e911](http://www.mass.gov/e911)). Please be sure to use the proper fiscal year forms for all submissions and file reimbursement requests in compliance with grant guidelines.



The filing deadline for fiscal **YEAR** 2016 Support and Incentive Grant and Training and EMD/Regulatory Compliance Grant is **Friday, April 1, 2016**. Please contact Cindy Reynolds at 508-821-7299 should you require assistance with your application(s). **Apply today!!**



PSAPs are advised that effective FY 2016 in-house instructor hours no longer qualify as continuing education hours as required under 560 CMR 5.00. PSAPs with EMD/Regulatory Compliance funding in categories A – D are no longer eligible for reimbursement of in-house instructor hours.



PSAPs are reminded that new hires to the position of a 911 telecommunicator are required to complete only the minimum certifications as defined under 560 CMR 5.00. The continuing education requirement is not applicable for the FY during which the new hire is certified.



The State 911 Department anticipates that awards under the FY 2016 Regional Development Grant will be made in February 2016.



## Updates from our Training Division



### **Continuing Education Hours**

Because of the Next Generation 9-1-1 deployment, PSAPs should no longer consider obtaining 8 hours of Next Generation 9-1-1 conversion training to count towards the required 16 hours of continuing education for FY16.

In an effort to assist PSAPs that are looking for training opportunities to complete their required 16 hours of continuing education, the Department has added variety of courses to our training calendar. Please check out our website at [www.mass.gov/e911](http://www.mass.gov/e911) to see what is available.

### **FY16 Annual Certification of Compliance**

The FY16 Annual Certification of Compliance form will be available on our website by February 1, 2016. If your staff has completed 16 hours of continuing education training and has an active CPR and EMD certification (if you are providing EMD in-house), then you may submit the form anytime after February 1, 2016. PSAPs are reminded that the Annual Certification of Compliance form is due at the State 911 Department by July 31, 2016.

If you have questions about training opportunities or the Annual Certification of Compliance process, please contact Monna Wallace at [Monna.wallace@state.ma.us](mailto:Monna.wallace@state.ma.us) or by telephone at 508-821-7220.

## *Personnel News*



The State 911 Department is pleased to announce the recent promotion of Norm Fournier to the position of Deputy Executive Director. Norm began his career with the State 911 Department in 2008 when he was hired for the position of 911 Systems Director. Please congratulate Norm when you have a chance.



## Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at [www.mass.gov/massedp](http://www.mass.gov/massedp) or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the "Clarity Alto" telephone. This particular phone is designed to assist people that are hard of hearing, have cognitive issues or have low vision.

### *THE CLARITY ALTO TELEPHONE*



- Clarity Alto is certified for mild, moderate and severe hearing loss
- Amplifies incoming sounds up to 53 decibels and outgoing speech up to 15 decibels
- Digital Clarity Power™ incorporates hearing aid technology for clearer call quality
- Extra loud ringer volume (100 dBA)
- Clarity AudioCenter featuring ergonomic volume and tone control
- Built-in speakerphone
- Soft touch backlight keypad
- Ten (10) one-touch speed dial memory buttons
- ClarityLogic™ remote diagnostic service programs your phone at the touch of a button
- Clarity VoiceAssist talking keypad
- Oversized bright visual ringer
- Headset, neckloop and bedshaker ports
- Battery backup lets you make calls when the power goes out